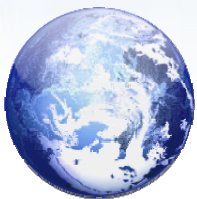


NHRMA - Portland



Gen Y Says "No"
To Bullying Behavior

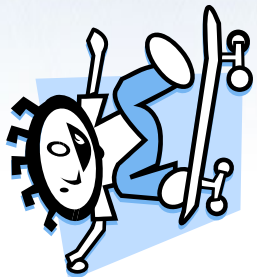
Profile of a Bully



Bullies knowingly abuse the rights of others and control them through:

- ❑ Intimidation, secrecy, surprise, fear, sabotage, manipulation, and gossip;
- ❑ Blame, degrading remarks, criticism, and angry outbursts to put others down;
- ❑ Scapegoating or targeting as a means of singling out a specific individual to receive their abuse

Profile of Gen Ys



The Gen Y generation is 3 times the size of the Boomer generation which represents 45% of the current workforce.

- ❑ Gen Y is just entering the workplace with better than 50% still in school
- ❑ Technology savvy – Twitter, Facebook, YouTube, texting – primary forms of communications
- ❑ Social consciousness – Increase in government service and Peace Corp participation
- ❑ Development of relationships are a top priority

Characteristics of Gen Ys

- ❑ Wants to be heard and to participate in the team
- ❑ Wants to be respected for their views and perspectives
- ❑ Wants consistent feedback about the work performed
- ❑ Wants to work and contribute but highly values personal interest and activities
- ❑ Wants to have fun at work
- ❑ Wants to assume greater responsibility and become a leader



Characteristics of Bullies

- ❑ Keeps key information and communications from the Target
- ❑ Develops a dependency relationship with management by becoming the “go to” person on the team
- ❑ Takes credit for the work done by others
- ❑ Solicits coworkers in teasing and ridiculing the “Target”
- ❑ Promotes his/her accomplishments shamelessly
- ❑ Neglects taking personal responsibility

Characteristics of Bullies



- ❑ Seldom apologizes for his/her behavior and the impact that behavior has on others
- ❑ Victimizes Targets by describing them as being "too emotional, the weak link, or a whiner"
- ❑ Demands respect from others and punishes when it is withheld
- ❑ Refuses to negotiate or compromise
- ❑ Criticizes management and organizational leadership when confronted about his/her behavior

How Bullies Impact Workplace Relations

- ❑ Creates personality conflicts
- ❑ Results in complaints of discrimination and harassment
- ❑ Destroys trust and creates poor morale within the workgroup
- ❑ Results in employee turnover
- ❑ Creates absenteeism and complaints of increased stress
- ❑ Derails teams and workplace relationships
- ❑ Delays work , results in missed deadlines, and brings production to a halt



Gen Y vs. The Bully

- ❑ Expects to be treated with respect as a person and an individual
- ❑ Expects they will receive equal representation on the work team
- ❑ Expects to be acknowledged for their knowledge and expertise in using technology and electronic communications
- ❑ Expects to feel welcomed and to become part of the "team" family
- ❑ Expects to be liked by others
- ❑ Expects conflict to be addressed and resolved

Gen Y's Response to Bullies

Gen Y's may be expected to respond to the Bully in the following ways:

- To confront the Bully and demand a change in behavior
- To resign from their position and find employment elsewhere
- To go to HR or the company CEO to file a complaint
- To ask for assistance from coworkers, their parents, other professionals
- To seek out other methods for accomplishing the work, e.g. telecommuting



Stopping the Bully

- ❑ Adopt an Anti-Bullying Policy
- ❑ Offer training and information about each of the four generations
- ❑ Develop and implement behavioral expectations
- ❑ Develop guidelines for improving communications
- ❑ Re-structure Boomers' (40+) view of Bullies as achievers – successful
- ❑ Establish a conflict resolution model and mediation process
- ❑ Develop social networking opportunities



Stopping the Bully

- ❑ Implement mentoring and coaching programs that offer an opportunity for the different generations to mentor or coach each other, e.g.,
 - ❑ Gen Ys coach Boomers in the use of electronic communications
 - ❑ Xers (30 somethings) coach Gen Ys in organizational processes
- ❑ Hold the Bully accountable using performance evaluations, behavioral expectations, & progressive discipline
- ❑ Teach the Bully a new way to communicate with coworkers

THANK YOU

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